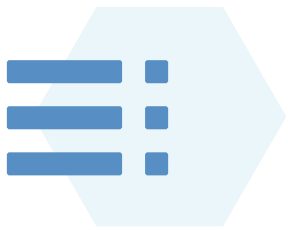


# ANNUAL REPORT of the Chief Records Officer

2024/25





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# Minister's Message



October 20, 2025

The Honourable Raj Chouhan  
Speaker of the Legislative Assembly  
Suite 207 Parliament Buildings  
Victoria, B.C. V8V 1X4

Dear Mr. Speaker,

I am pleased to present to the Legislative Assembly of British Columbia a report of the Chief Records Officer for the 2024/25 fiscal year.

In doing so, I want to acknowledge the hardworking people across the public service whose dedication and commitment to information management is key to ensuring this government is accountable to British Columbians.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Gibson', written in a cursive style.

**Honourable Diana Gibson**  
Minister of Citizens' Services

pc: Kate Ryan-Lloyd  
Clerk of the Legislative Assembly  
Legislative Assembly of British Columbia

# The Importance of Effective Government Information Management

The [Information Management Act \(IMA\)](#) applies to all government ministries and to 39 broader public sector entities. These government bodies create, receive, and manage a significant amount of information related to their work.

Under the IMA, ministries and other government bodies are responsible for creating and maintaining records that adequately document significant decisions.

They are also responsible for ensuring that the records they create or receive in connection with government business are managed using an appropriate recordkeeping system in accordance with the Act and other applicable policy. For ministries, this includes the [Managing Government Information Policy](#).

Information management is crucial for government transparency and accountability. Effective information management has many benefits, including:

- ◆ Supporting the design, development, implementation and evaluation of government programs, services, policies, standards, processes, and procedures;
- ◆ Fostering informed decision making and effective risk management;
- ◆ Facilitating accountability, confidentiality, transparency, and collaboration, allowing government to be more responsive to British Columbians;
- ◆ Maintaining evidence of and information about business activities, transactions, and decisions;
- ◆ Ensuring that government information is preserved for as long as it is required and is appropriately transferred to the government archives if it is determined to have permanent value; and
- ◆ Ensuring the accessibility, discoverability, and usability of information over time.

# The Mandate of the Chief Records Officer

The Chief Records Officer (CRO) is designated by the Minister of Citizens' Services under the *Information Management Act* (IMA). Current CRO, Hayden Lansdell, was designated by the Minister on May 27, 2025.

Section 3 of the IMA defines the mandate of the CRO:

- ◆ To promote effective information management by government bodies;
- ◆ To promote the preservation of valuable government information for current and future use;
- ◆ To approve [Information Schedules](#) governing the holding, transferring, archiving, and disposal of government information;
- ◆ To manage the digital archives and promote its availability to the public; and
- ◆ To examine, evaluate, and report on the management of government information by government bodies, and to make recommendations considered advisable.

# Information Schedules

*Information schedules govern how records are organized, managed, and eventually archived or disposed of.*

Information schedules are based on the types of records they apply to, and include:

- ◆ [Administrative Records Classification System \(ARCS\)](#);
- ◆ [Operational Records Classification Systems \(ORCS\)](#); and
- ◆ [Special Schedules](#).

The benefits of effectively managing government information through information schedules include the following:

- ◆ Records with enduring value as evidence of government actions and decisions are identified and managed appropriately;
- ◆ British Columbia's collective recorded memory and heritage is preserved;
- ◆ Records are not retained for longer than necessary, thereby implementing prudent information and financial management; and
- ◆ Decisions about the disposal of government information are transparent, and decision makers can be held accountable for them.

Under section 4 of the IMA, the CRO may approve an Information Schedule if they are satisfied that the *"Information Schedule provides, with as much specificity as practicable, for the disposal of all information required to be disposed of by law and for the holding of all information required to be held by law."*

## 2024/25 By the Numbers

In the 2024/25 fiscal year, the CRO approved four Information Schedules:

- 1 Destination BC Services ORCS
- 2 Environmental Appeal Board Tribunal Cluster ORCS
- 3 Reconciliation Initiatives and Agreements ORCS
- 4 Workers Compensation Services ORCS

In the 2024/25 fiscal year, the Ministry of Citizens' Services processed **326 applications** for appraisal under existing Information Schedules, representing over **7,500 boxes of records.**

# Information Management Infrastructure

Ministries and government bodies use many systems and applications to support effective information management.

The Enterprise Document and Records Management System (EDRMS) is used in many ministries to manage both electronic and physical records throughout their lifecycle. The Archives and Records Information System (ARIS) is used to manage offsite records and archival holdings.

Government currently stores more than one million boxes of physical records — including records that must be maintained for decades for operational, legal, financial, or other purposes, and records that are permanently retained by the government archives.

## 2024/25 By the Numbers

In the 2024/25 fiscal year, the EDRMS system was:

- ◆ Managing over 24,500,000 electronic documents; and
- ◆ Tracking over 7,800,000 physical file folders and 274,000 boxes of physical records.

In the 2024/25 fiscal year, ARIS was centrally managing **over one million boxes of records**. If placed end to end, these boxes would stretch from Vancouver to Williams Lake.



## 2024/25 By the Numbers

In the 2024/25 fiscal year, the Ministry of Citizens' Services:

- ◆ Processed 3,219 offsite transfer/scheduling requests;
- ◆ Transferred 21,418 new boxes to storage;
- ◆ Destroyed, in accordance with information schedules, 18,985 boxes from storage; and
- ◆ Transferred 1,094 boxes to the custody of the BC Archives.



# Policy, Training, and Support

The [Managing Government Information Policy](#) helps ministries understand their information management obligations. This policy contains requirements related to the lifecycle of information, from creation and use to classification, scheduling, and appraisal through to preservation and storage, transfer, or disposal.

The Ministry of Citizens' Services also offers training and support to B.C. Government employees, including online courses, webinars, and one-on-one consultations.



## 2024/25 By the Numbers

In the 2024/25 fiscal year **4710** B.C. Public Service employees enrolled in records management training courses.

In addition, two targeted web training opportunities were offered, including “Ask an Expert” panel sessions, workshops, and subject matter expert presentations.

## Partnership with the Royal BC Museum

The Royal BC Museum (RBCM) processes historically important physical government records for preservation in the BC Archives. The processing involves arrangement, description, and preservation activities.

In early 2022, the Ministry of Citizens' Services and RBCM renewed their Memorandum of Understanding (MOU) to March 31, 2032. The MOU recognizes the importance of ensuring physical records of historical value are preserved and made accessible to the people of British Columbia. Renewing this agreement emphasizes a mutual commitment to this shared goal.

## Digital Archive – Progress Update

The Ministry of Citizens' Services has advanced its Digital Archive initiative with the successful acquisition of a digital repository tool, an essential foundation for safeguarding digital records of enduring historical value. Building on this milestone, the Ministry is now focused on shaping the next phase: developing a comprehensive project plan and operational framework. This includes designing processes for evaluating and transferring records into the new system.



## Looking Forward:

# A Message from the Chief Records Officer

As the newly appointed Chief Records Officer, I am pleased to present this report summarizing the key information management activities from the 2024/25 fiscal year. Stepping into this role, I am struck by the dedication and progress made across the organization in addressing the growing challenges of managing government information in a rapidly evolving digital landscape.

Over the past year, important groundwork was laid to modernize how we govern, structure, and safeguard information. Efforts to streamline the development of information schedules and appraisals have begun to improve both efficiency and accessibility. At the same time, we are updating our policy framework, work that will ensure we remain responsive to the demands of a digital-first environment and the responsible integration of emerging technologies.

These initiatives are essential for ensuring information remains well-managed, secure, and available to support effective government operations, now and in the years to come.

I want to recognize the continued commitment of public sector employees to upholding transparency, accountability, and strong stewardship of public information. Their work is the foundation on which we will continue to build.

Sincerely,

A handwritten signature in blue ink, appearing to read 'H. Lansdell', written over a light blue background.

Hayden Lansdell  
Chief Records Officer and Associate Deputy Minister  
Ministry of Citizens' Services